

Our Complaints Procedure

At Belton Duffey, we aim to provide a first class service and we sincerely hope that you are happy with the service we provide. Belton Duffey is an independent, local firm and we believe that good service differentiates us from our competitors. However, we recognise that we do sometimes make mistakes or get things wrong. This is why we have a complaints procedure.

If at any time you are not happy with the service you receive from us we would like you to tell us about it and we will do everything we can to put it right. We see complaints as opportunities for us to improve our service.

How to complain

Step 1: Contacting us

We would ask that you initially contact the member of staff who has been dealing with the matter you are concerned about. If you are uncomfortable with this, please speak to the proprietor/manager at the office dealing with the matter.

Their contact details are:

**King's Lynn:
Fakenham and Wells-next-the-Sea:**

Mrs Nikki Bowles (01553) 770055
Mr Kevin Sisman (01328) 710666

Step 2: Registering a formal complaint

We hope that we will be able to resolve your complaint sympathetically, fairly and quickly but if you are not happy with the response you receive, please ask for the complaint to be referred to Mrs Nikki Bowles or Mr Kevin Sisman. You will receive a letter acknowledging the complaint within 3 working days and the complaint will be thoroughly investigated. A formal written outcome of this investigation will be sent to you within 15 days.

Alternatively, you may write with specific details of your complaint to the following address:

Mrs Nikki Bowles,
Belton Duffey,
12-16 Blackfriars Street,
King's Lynn,
Norfolk, PE30 1NN.

Mr Kevin Sisman,
Belton Duffey,
26 Staithe Street
Wells-next-the-Sea,
Norfolk, NR23 1AF.

Step 3: The next step

We hope that our complaints procedure will resolve any complaint to your satisfaction. However, if you are not happy with our final response, you can contact The Property Ombudsman with details of your complaint. Please note that The Property Ombudsman will only consider the complaint once you have our final response and it must be submitted within 12 months from the date of the final response.

The Ombudsman's contact details are:

The Property Ombudsman,
Milford House,
43-55 Milford Street,
Salisbury,
Wiltshire, SP1 2BP.

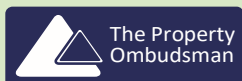
tel: (01722) 333306

e-mail: admin@tpos.co.uk

web: www.tpos.co.uk

The Property Ombudsman is an independent redress provider and Belton Duffey is a voluntary member to give our customers comfort that we adhere to the highest standards. They will investigate your complaint and try to settle the dispute by agreement between you and Belton Duffey. If this is unsuccessful, The Property Ombudsman will consider all the relevant factors and make a decision according to what he believes to be fair in all the circumstances.

www.beltonduffey.com



Belton Duffey West Norfolk Limited (Azam Gabbair)
12-16 Blackfriars Street, King's Lynn, Norfolk, PE30 1NN Sales 01553 770055 Lettings 01553 660866 info@beltonduffey.com

Belton Duffey Partnership (Kevin Sisman and Emma Sisman)

3 Market Place, Fakenham, Norfolk, NR21 9AS Sales 01328 855899 fakenham@beltonduffey.com
26 Staithe Street, Wells-next-the-Sea, Norfolk, NR23 1AF Sales 01328 710666 wells@beltonduffey.com